



Richard T. Ellis
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July 2, 2002

Marlene H. Dortch
Secretary
Federal Communications Commission
445 12th H Street, SW, Portals
Washington, DC 20554

Re: Summary of TRS Complaints, CC Docket No. 98-67

Dear Ms. Dortch:

In accordance with Section 64.604 (c) (1) of the Commission's Rules, Verizon Inc. hereby submits summaries of TRS complaints received for the period June 1, 2001 to May 31, 2002 for Relay Service provided by Verizon in the State of Hawaii.

It is Verizon's understanding that this information has also been filed with the Commission by the Hawaii PUC.

If there are any questions about this information, please feel free to contact me.

Sincerely,

A handwritten signature in black ink that reads "Richard T. Ellis".

CC: Erica Myers

Telecommunications Relay Services (TRS)
Complaint Log
June 30, 2002

Complaint # 1

Date of complaint: November 19, 2001

Nature of complaint: Complainant was upset that the TTY Communications Assistant (CA) repeated verbatim profane language from the calling party. The complainant felt the CA should not have continued the call and disagreed with the requirement that the CA must communicate verbatim what the calling party conveys.

Date of Resolution: November 19, 2001

Explanation of Resolution: A customer service supervisor explained to the complainant that Federal rules prohibit the CA from censoring what the calling party conveys and explained that the called party is under no obligation to stay on the line. The supervisor advised the complainant that the complaint would be documented and filed with the PUC and FCC.

Complaint # 2

Date of complaint: March 18, 2002

Nature of complaint: Customer stated they couldn't get through to 711 using their cell phone. When 711 was dialed, they reached a recording.

Date of resolution: March 19, 2002

Explanation of Resolution: A Verizon-Hawaii TRS trainer made a test call and reached the same recording and a trouble was reported for no access to 711 service. A problem in switch translation was corrected and the customer was notified of the correction.

Complaint #3

Date of Complaint: April 22, 2002

Nature of Complaint: Customer complained that the TRS CA should have used better, clearer and more customer-sensitive language in their communication with her.

Date of resolution: April 24, 2002

Explanation of resolution:

Supervisor met with the CA , reviewed the complaint, and coached the CA on proper words to be used when interfacing with deaf customers and the importance of excellent customer service.